

**(710) Broadband Price Offerings
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	310669
<015>	Study Area Name	ALLENDALE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035>	Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecongroup.com

[illegible]

<010>	Study Area Code	310669
<015>	Study Area Name	ALLENDALE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035>	Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecongroup.com
<810>	Reporting Carrier	Ace Telephone Company of Michigan, Inc
<811>	Holding Company	Ace Telephone Association
<812>	Operating Company	Ace Telephone Company of Michigan, Inc

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	310669
<015>	Study Area Name	ALLERDALE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035>	Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecomgroup.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)	
	<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
	<922> Feasibility and sustainability planning;
	<923> Marketing services in a culturally sensitive manner;
	<924> Compliance with Rights of way processes
	<925> Compliance with Land Use permitting requirements
	<926> Compliance with Facilities Siting rules
	<927> Compliance with Environmental Review processes
	<928> Compliance with Cultural Preservation review processes
	<929> Compliance with Tribal Business and Licensing requirements.

Name of Attached Document (.pdf)

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

<010>	Study Area Code	310669
<015>	Study Area Name	ALLENDALE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035>	Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecongroup.com

☐

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

FCC Form 481
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July 2013

(1200) Terms and Condition for Lifeline Customers

Lifeline

Data Collection Form

<010>	Study Area Code	310669
<015>	Study Area Name	ALLEDALE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035>	Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acegroup.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

www.acegroup.cc

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:



<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,



<1222> Details on the number of minutes provided as part of the plan,



<1223> Additional charges for toll calls, and rates for each such plan.

FCC Form 481
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(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<010> Study Area Code 310669
<015> Study Area Name ALLENDALE TEL CO
<020> Program Year 2014
<030> Contact Name - Person USAC should contact regarding this data Cynthia Sweet
<035> Contact Telephone Number - Number of person identified in data line <030> 5078966211
<039> Contact Email Address - Email Address of person identified in data line <030> caweeet@acesongroup.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1)) ☐

<2011> 3rd Year Certification (47 CFR § 54.313(b)(2)) ☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions ☐

Name of Attached Document Listing Required Information

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

<101> Study Area Code 310669
<115> Study Area Name ALLENDALE TEL CO
<200> Program Year 2014
<300> Contact Name - Person USAC should contact regarding this data Cynthia Sweet
<330> Contact Telephone Number - Number of person identified in data line <300> 5078966211
<335> Contact Email Address - Email Address of person identified in data line <300> CSWEET@CSCOMGROUP.COM

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i))
Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))
(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
(3014) If yes, does your company file the RUS annual report
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:
Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3015) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
(3016) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation
(3017) If the response is no on line 3014, is your company audited?
(3018) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications
(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

(3022) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:
Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,
(3023) Underlying information subjected to a review by an independent certified public accountant
(3024) Underlying information subjected to an officer certification.
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

☒ (Yes/No)
☐ (Yes/No)

☒
☒
☒

☐
☐
☐

310669ml3026

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecomgroup.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: ALLENDALE TEL CO	Date: 10/04/2013
Signature of Authorized Officer: CERTIFIED ONLINE	
Printed name of Authorized Officer: Todd Roesler	
Title or position of Authorized Officer: CEO	
Telephone number of Authorized Officer: 5078966292	
Study Area Code of Reporting Carrier: 310669	Filing Due Date for this form: 10/15/2013
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

**Certification - Agent / Carrier
Data Collection Form**

 FCC Form 481
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<030> Contact Name - Person USAC should contact regarding this data	Cynthia Sweet
<035> Contact Telephone Number - Number of person identified in data line <030>	5078966211
<039> Contact Email Address - Email Address of person identified in data line <030>	csweet@acecomgroup.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____ Date: _____	
Signature of Authorized Officer: _____	
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____ Filing Due Date for this form: _____	
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____ Date: _____	
Signature of Authorized Agent or Employee of Agent: _____	
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____ Filing Due Date for this form: _____	
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Received & Inspected

OCT 24 2013

FCC Mail Room

Attachments

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039>	Contact Email Address - Email Address of person identified in data line <030>	csweet@acecomgroup.com
<810>	Reporting Carrier	Ace Telephone Company of Michigan, Inc
<811>	Holding Company	Ace Telephone Association
<812>	Operating Company	Ace Telephone Company of Michigan, Inc

[illegible]

Received & inspected

OCT 24 2013

FCC Mail Room

LINE 510

ACE TELEPHONE COMPANY OF MICHIGAN, INC

STUDY AREA CODES

310704

310777

310669

310692

Study Area Name: Ace Telephone Company of Michigan, Inc.

Study Area Code: 310704, 310777, 310669 and 310692

Program Year: 2014

Contact: Cynthia Sweet, 507-896-6211, csweet@acecomgroup.com

Received & Inspected
OCT 24 2013
FCC Mail Room

Certification that Ace Telephone Company of Michigan, Inc. is complying with applicable service quality standards and consumer protection rules

As a local exchange carrier, Ace Telephone Company of Michigan, Inc. (Carrier) is obligated to comply with the numerous consumer protections and has established operating procedures designed to facilitate compliance with such consumer protections rules and service quality standards. As part of the operating procedures, appropriate training is conducted for employees.

Carrier is complying with all applicable and effective public service commission and FCC consumer protection rules and service quality standards. Carrier has a Customer Proprietary Network Information (CPNI) Manual which reflects the FCC's current CPNI rules. A copy of the Manual, Annual CPNI Compliance Certificate and annual notices to customers on matters related to customer privacy has been submitted with this filing.

Carrier has also implemented an Identity Theft Prevention Program in accordance with the federal Red Flags Rule. A copy of manual has been submitted with this filing.



Restrict Unwanted Telephone Solicitations

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. **If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you.**

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry by telephone or by Internet at no cost. **To register by telephone, consumers may call 1-888-382-1222.** For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. **You can register on-line for the national Do-Not-Call Registry via the internet at www.donotcall.gov.**

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry permanently. You are allowed to remove your number from the registry at any time.

Annual Notice provided
to Consumers / Customers



Services

Ace Communications Group Service

Ace Communications Group provides single-party residential or business lines. Touch tone is provided at no additional charge. For further information on monthly charges, contact our Customer Service Department.

New Telephone Service

To apply for telephone service, call Ace at 1811 (toll free from any Ace serving area) or 800.361.8178, or visit us at 5351 No. M-37, Me-sick, Michigan.

Residential customers must provide:

- name
- old and new address
- date of birth
- social security number

Business customers must provide Articles of Incorporation, Articles of Limited Liability Company or a Partnership Agreement, and complete an account authorization form. (Federal Trade Commission rules require verification of identity or corporate authorization before new service is installed.)

Customers must be age 18 or older to open an account.

Disconnecting Service

If you no longer need phone service from Ace, call Customer Service with the following information:

- name
- telephone number
- last 4 digits of social security number
- new address for final billing

Service Connection Charges

(Residential or Business)

Service Order Charge	\$15.00
Subsequent Service Order Charge	\$10.00
Line Connect.	\$15.00
Premise Visit.	\$18.00
Jack Installation	\$19.00
Maintenance Trip Charge	\$50.00*
Number Change	\$30.00

*If you do not have Ace Wire Assurance (residential customers only) and you have a problem in your customer-owned equipment, you will be billed for a Maintenance Trip Charge.

900# Block

This option is available to all Ace customers free of charge if they take it within 90 days of date of service. A sign up charge applies if you take it later. If you would like to block access to 900 services, please call Customer Service at 1811.

Per Call Toll Block & Unblock

Toll block, available at no charge to all customers, prevents any toll calls made from your phone. However, if you want to be able to place long distance calls, you can have Per Call Toll Unblock installed on your line. Each time a call is placed from your phone, you enter your PIN (personal identification number) to gain access to the long distance toll network. You can also have Per Call Toll Block installed on your line. When you are away from home, you can enter your PIN and prevent anyone from placing long distance calls.

Toll block only	no charge
Per Call Toll Unblock	\$1.75/month
Per Call Toll Block	\$1.75/month

International Number Blocking

This option is available to all Ace customers at no charge. If you would like to block access to international calling, please call Customer Service at 1811 or 800.361.8178.

Collect Call Restriction

This option, which restricts collect calls from getting through to your home or business, is available to all Ace customers at no charge. If you would like to restrict collect calls, please call Customer Service at 1811 or 800.361.8178.

Third Number Billing Restriction

This option restricts any calls made from other than your home or business being billed to your home or business phone. It is available to all Ace customers at no charge. If you would like to have third number billing restriction added to your telephone service, please call Customer Service at 1811 or 800.361.8178.

Ace Wire Assurance

Residential customers - with Ace Wire Assurance, you can be assured that Ace will repair any telephone, DSL, or Ace Digital TV service problems due to the inside wiring and/or coaxial cable in your home at no additional expense to you! This could save you at least \$50 on a service call.

Monthly Charge	\$1.00 (telephone)
.....	\$2.00 (telephone & DSL)
.....	\$3.00 (telephone, DSL & TV)

For more information, call 1811 or 800.361.8178.

(Note: The telephone equipment you own and any self-installed wiring are not covered by this service. Phone service must be working before this coverage begins.)



Services

Ace Communications Group Service

Ace Communications Group provides single-party residential or business lines. Touch tone is provided at no additional charge. For further information on monthly charges, contact our Customer Service Department.

New Telephone Service

To apply for telephone service, call Ace at 1811 or 223.4211, or visit us at 14909 Peninsula Dr., Traverse City, Michigan 49686.

Residential customers must provide:

- name
- old and new address
- date of birth
- social security number

Business customers must provide Articles of Incorporation, Articles of Limited Liability Company or a Partnership Agreement, and complete an account authorization form. (Federal Trade Commission rules require verification of identity or corporate authorization before new service is installed.)

Customers must be age 18 or older to open an account.

Disconnecting Service

If you no longer need phone service from Ace, call Customer Service with the following information:

- name
- telephone number
- last 4 digits of social security number
- new address for final billing

Service Connection Charges

(Residential or Business)

Service Order Charge	\$15.00
Subsequent Service Order Charge	\$10.00
Line Connect	\$15.00
Premise Visit	\$18.00
Jack Installation	\$19.00
Maintenance Trip Charge	\$50.00*
Number Change	\$30.00

*If you do not have Ace Wire Assurance (residential customers only) and you have a problem in your customer-owned equipment, you will be billed for a Maintenance Trip Charge.

900# Block

This option is available to all Ace customers free of charge if they take it within 90 days of date of service. A sign up charge applies if you take it later. If you would like to block access to 900 services, please call Customer Service at 1811.

Per Call Toll Block & Unblock

Toll block, available at no charge to all customers, prevents any toll calls made from your phone. However, if you want to be able to place long distance calls, you can have Per Call Toll Unblock installed on your line. Each time a call is placed from your phone, you enter your PIN (personal identification number) to gain access to the long distance toll network. You can also have Per Call Toll Block installed on your line. When you are away from home, you can enter your PIN and prevent anyone from placing long distance calls.

Toll block only	no charge
Per Call Toll Unblock	\$1.75/month
Per Call Toll Block	\$1.75/month

International Number Blocking

This option is available to all Ace customers at no charge. If you would like to block access to international calling, please call Customer Service at 1811 or 223.4211.

Collect Call Restriction

This option, which restricts collect calls from getting through to your home or business, is available to all Ace customers at no charge. If you would like to restrict collect calls, please call Customer Service at 1811 or 223.4211.

Third Number Billing Restriction

This option restricts any calls made from other than your home or business being billed to your home or business phone. It is available to all Ace customers at no charge. If you would like to have third number billing restriction added to your telephone service, please call Customer Service at 1811 or 223.4211.

Ace Wire Assurance

Residential customers - with Ace Wire Assurance, you can be assured that Ace will repair any telephone, DSL, or Ace Digital TV service problems due to the inside wiring and/or coaxial cable in your home at no additional expense to you! This could save you at least \$50 on a service call.

Monthly Charge	\$1.00 (telephone)
	\$2.00 (telephone & DSL)
	\$3.00 (telephone, DSL & TV)

For more information, call 1811 or 223.4211.

(Note: The telephone equipment you own and any self-installed wiring are not covered by this service. Phone service must be working before this coverage begins.)



Services

Non-Published Numbers



You may wish to have a Non-Published number that is not listed in our directory or given out at Directory Assistance.

Monthly Charge \$1.00

If you do not want your number displayed on someone else's Caller ID unit, you must block each call you make by dialing *67 before you place a call. Or, you may wish to subscribe to **Line Blocking** (see page 7).

Vacation Rate Service

If you are leaving town for an extended period of time, you may wish to place your services on Vacation Rate. This will ensure you of keeping the same telephone number and email address and will reduce the paperwork required when you return home. Vacation Rate charges vary by service. Services can be on Vacation Rate for no longer than six months and no less than 30 days. Call Customer Service at 1811 for more information.

800# Service

Just think how easy and convenient it would be to have an 800 number for your business or your home! Your **out-of-town customers** could call without incurring any toll charges. Your **family members** away from home for work or school could call without the need for payphone coins or credit cards. What could be easier?

Calls are just 12¢ per minute, 24 hours a day and 7 days a week. You can receive calls from anywhere in the USA. For more information, please call Customer Service at 1811 or 800.361.8178.

Teen Service

Now you can know who a call is for before you answer the phone. With Teen Service, you can have two telephone numbers assigned to the same line. Each number has a distinctive ring, so you can assign a number solely to the children. Or, you can assign a separate number to your home business, or fax line.

(Although you have two telephone numbers assigned to your line, you have just one line and only one conversation can be had at a time.)

Monthly Charge \$3.95
Installation Charge \$30.00

Service For Disabled

Ace provides telecommunications services for customers with certain types of disabilities. If you or someone you know could benefit from these special services, call Customer Service. If you want information about telephone equipment, contact a retail supplier of your choice. The sale of telephone equipment is a competitive business, and we cannot recommend particular suppliers to you.

Service for TDD Customers

TDDs (Telecommunications Devices for the Deaf) are typewriter-like devices that permit hearing and/or speech impaired persons to communicate via the telephone lines with other TDD users. The phone receiver fits into an acoustic coupler on the typewriter-like devices and permits the users to type messages back and forth. TDDs are available from numerous outside suppliers, as well as Ace Communications Group.

Michigan Relay Center

The Michigan Relay Center enables hearing and/or speech impaired individuals to communicate freely with anyone within the United States, as well as internationally. Relay calls may be made any time of day, any day of the week, as often as you like.

To use the relay system, a person who is deaf, hard-of-hearing or speech impaired must have a device with a keyboard called a Telecommunications Device for the Deaf or TDD.

The TDD caller dials the Center at 1-800-649-3777 to reach a specially trained relay representative. The representative calls the person with whom the TDD caller wishes to communicate. The caller types the message into the TDD, which the relay representative receives and "voices" to the called party. The representative then types the called party's response back to the caller.

Hearing persons, or non-TDD users, may also use the service by calling the same statewide 800 number. The caller tells the representative the area code, telephone number, and the name of the person they're calling. As the conversation is being relayed, the non-TDD user talks as though speaking directly to the TDD user.

Lifeline Service

Lifeline Service provides residential customers on limited incomes with a discount on their monthly local phone charges up to \$12.35. For additional information, or to obtain an application, call Lifeline Service at 866-321-2323 or call Ace Customer Service at 1811 or 800.361.8178.

ACE COMMUNICATIONS GROUP

Directory

Note: All prices and services are subject to change.

SAC
310704
310777

3

Ace Tel Co. of MI Directory



Services

Ace Communications Group Service

Ace Communications Group provides single-party residential or business lines in the Allendale, Coopersville, and Drenthe areas. For further information on monthly charges and services, visit our website at www.acegroup.cc or contact Customer Service:

- Allendale 616.895.9911
- Coopersville 616.997.9911
- Drenthe 616.688.9911

New Telephone Service

To apply for residential telephone service, call Ace with the following information:

- name
- old and new address
- date of birth
- social security number

Business customers must provide Articles of Incorporation, Articles of Limited Liability Company or a Partnership Agreement, and complete an account authorization form. Customers must be age 18 or older to open an account. *(Federal Trade Commission rules require verification of identity or corporate authorization before new service is installed.)*

Disconnecting Service

If you no longer need phone service from Ace, call our business office with the following information:

- name
- last 4 digits of social security number
- telephone number
- new address

Telephone Directories

We deliver a directory to each address in our service area. If you need an additional directory, please stop by our business office. Please take a moment to check your listing to be sure it is correct. We make every effort to publish accurate information; however, errors or omissions may occur. Please call us as soon as possible to report an error in your listing.

To avoid directory assistance charges, use your Ace directory and write down frequently called numbers.

Extra Directory Listings

Additional listings are available for those who need their telephone number listed under more than one name. To order, please call the Ace Business Office at 616.895.9911.

Monthly charge25¢

Non-Published Numbers

You may wish to have a non-published number that is not listed in our directory or given out at Directory Assistance.

Monthly charge\$1.00

If you do not want your number displayed on someone else's Caller ID phone, you must block each call you make. Or, you may wish to subscribe to Line Blocking (see page 5)

900# Block

Access to 900 Blocking Service is available to all subscribers with no Service Charge for the first block. Subsequent requests to change blocking status will incur a Service Order charge.

Teen Line

Now you can know who a call is for before you answer the phone. With Teen Line, you can have two telephone numbers assigned to the same line. Each number has a distinctive ring so you can assign a number solely for your children. Or, you can assign a separate number for your home business. *(Although you have two telephone numbers assigned to your line, you have just one line and can only have one conversation at a time.)*

Monthly charge\$2.00

Vacation Rate Service

If you are leaving town for an extended time, you may wish to place your services on Vacation Rate. This will assure you of keeping the same telephone number and email address and will reduce the paper work required when you return home. Vacation Rate charges vary by service. Services can be on Vacation Rate for no longer than six months and no less than 30 days. Call us for more information.

Collect Call Restriction

This option, which restricts collect calls from getting through to your home or business, is available to all Ace customers at no charge. If you would like to restrict collect calls, please call us.

Third Number Billing Restriction

This option restricts any calls made from other than your home or business being billed to your home or business phone. It is available to all Ace customers at no charge. If you would like to have third number billing restriction added to your telephone service, call us.

Lifeline Service

Lifeline Service provides residential customers on limited incomes with a discount on their monthly local phone charges. For additional information or to obtain an application, call Lifeline Service at 866.321.2323 or call Ace Customer Service at 616.895.9911.

Michigan Relay Center — Dial 711

The Michigan Relay Center enables hearing and/or speech impaired individuals to communicate freely with anyone within the United States, as well as internationally. Relay calls may be made any time of day, any day of the week, as often as you like.

To use the relay system, a person who is deaf, hard-of-hearing or speech impaired must have a device with a key board called a Telecommunications Device for the Deaf (TDD).

The TDD caller dials the Center at 800.649.3777 to reach a specially trained relay representative. The representative calls the person with whom the TDD caller wishes to communicate. The caller types the new message into the TDD, which the relay representative receives and "voices" to the called party. The representative then types the called party's response back to the caller.

Hearing persons, or non-TDD users, may also use the service by calling the same statewide 800 number. The caller tells the representative the area code, telephone number, and the name of the person they're calling. As the conversation is being relayed, the non-TDD user talks as though speaking directly to the TDD user.

Directory
Ace Tel Co. of MI
SAC 310669
310692

Note: All prices and services are subject to change.



Calling Features

Call Transfer

You can transfer a phone call to another phone number and drop out of the conversation. (Not available in Drenthe area.)

- To use:**
1. Press the switchhook or flash key
 2. Dial phone number you wish to transfer call to
 3. Hang up and the call is transferred

Monthly charge\$2.00

Call Waiting

When you are already on the phone, Call Waiting alerts you that another call is coming in. You will hear a "beep," but the calling party will hear normal ringing.

- To use:**
1. Put the existing call on hold by depressing the switchhook** for a half second, or hang up if you wish to end your first call.
 2. Answer the second call when your phone rings.

Monthly charge\$2.00

When you have a call you don't want interrupted, you can *Cancel Call Waiting* before you place your call.

- To cancel:**
1. Listen for dial tone, then dial *70. After a short pause, you'll hear a confirmation tone followed by dial tone.
 2. Then dial the number you wish to call.

To activate *Cancel Call Waiting* during a call, you must have Three-Way Calling on your line.

1. Depress the switchhook* to place your call on "hold."
2. Wait for dial tone, then dial *70. Your first call will be re-established.

Cancel Call Waiting is free with Call Waiting

Caller ID/Call Waiting ID

With Caller ID, the name and number of the party calling you will be shown on your display telephone and on your TV if you subscribe to Ace Digital TV Service.

(Note: some numbers will not be displayed if the calling party blocks their number or if their telephone company does not have the necessary equipment to handle Caller ID.)

With Call Waiting ID, you will see who is calling you when you are on the phone and hear the "beep-beep" to indicate a second call is waiting. To utilize Call Waiting ID, you need the Caller ID and Call Waiting features on your line, and a compatible display phone or add-on unit.

Monthly charge\$6.00 for name and number
\$0.50 for Call Waiting ID*
(*not available in Drenthe)

Private Call Unblocking

Prevents your telephone number from being displayed on called parties' Caller ID unit or telephone.

Line Blocking will prevent your number from being displayed on all calls made from your line except calls to toll-free numbers and 911. If you are calling someone who has Caller ID, the word "Private" or "Anonymous" will be displayed instead of your telephone number. This service is available to all residential customers and some businesses, such as law enforcement agencies.

To cancel the blocking on a per call basis:

Dial *82 before dialing an outgoing number. The line is immediately reblocked after your call.

Monthly chargeno charge

Installation chargeno charge if added during first 90 days of service

Per Call Blocking will block your number for one call.

Dial *67 before you dial your outgoing phone number.

Monthly chargeno charge/available to all customer

Distinctive Ringing/Call Waiting

Your telephone rings with a special ringing pattern when you receive a call from a select list of phone numbers that you have programmed into the system.

- To use:**
1. Press *61.
 2. Listen to the voice instructions on how to turn on/off and make changes to your Distinctive Ringing list

Monthly charge\$2.00

Repeat Dial

Repeat Dial automatically redials the last busy number you called.

- To use:**
1. After a busy signal, hang up. Then lift handset and listen for dial tone.
 2. Press *66.

This feature is active for 30 minutes. When the line is free, you will be alerted with a distinctive ring, and the call will automatically be made.

To cancel: Press *86.

Monthly charge\$2.00

Speed Calling

Speed Calling allows you to call frequently dialed numbers with the touch of a button. You can select a short list of eight telephone numbers or a long list of 30 telephone numbers. This is a fast way to call for help—just have 911 as one of your speed call selections!

To establish or change a speed code:

1. Lift the handset and listen for dial tone.
2. Dial the access code (74# for 8-number list, 75# for 30-number list).
3. When you hear a second dial tone, dial the speed code you wish to assign (numbers 2 - 9 for an eight-number list or 20 - 49 for a 30-number list).
4. Now dial the complete telephone number. Be sure to dial 1+ area code if the number is long distance. If successful, you will hear a confirmation tone.

To use speed calling, lift the receiver, listen for dial tone, and dial the speed code you have assigned to the number you wish to call.

Monthly charge(8 number) \$2.00 / (30 number) \$3.00

Directory
Ace Tel Co of MI
SAC 310669
310692

Note: All prices and services are subject to change.



**Annual 47 CFR 64.2009(e) CPNI Certification
EB Docket No. 06-36**

January 29, 2013

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W., Suite TW-A325
Washington, D.C. 20554

**RE: Annual CPNI Compliance Certificate
Ace Telephone Company of Michigan, Inc.
Form 499 Filer ID #802098**

Dear Secretary Dortch,

In accordance with 47 CFR 64.2009(e), please find attached the Company's Annual Compliance Certificate for the previous calendar year, 2012. The Compliance Certificate includes the Company's:

- Statement explaining how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

If you have any questions regarding this filing, please direct them to the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Roesler", is written over a horizontal line.

Todd Roesler
Chief Executive Officer
Ace Telephone Company of Michigan, Inc.

Enclosure

cc: via e-mail: Best Copy and Printing, Inc., FCC@BCPIWEB.COM

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

Including:

Statement Explaining How Operating Procedures Ensure Regulatory Compliance
Explanation of Any Actions Against Data Brokers, and
Summary of all Customer Complaints Received

Todd Roesler signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2009, on behalf of Ace Telephone Company of Michigan, Inc. (Company), related to the previous calendar year, 2012.

This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide:

- A "statement accompanying the certificate" to explain how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

On Behalf Of The Company, I Certify As Follows:

1. I am the Chief Executive Officer of the Company, and therefore an officer of the Company. My business address is 207 E Cedar Street, Houston MN 55943.
2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to CPNI.

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

3. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC's regulations governing CPNI.
4. The Company ensures that it is in compliance with the FCC's CPNI regulations. The Company trains its personnel regarding when they are authorized to use CPNI, when they are not authorized to use CPNI, and how to safeguard CPNI. The Company maintains a CPNI Compliance Manual in its offices for purposes of training of new and current employees, and as a reference guide for all CPNI issues. Our CPNI Compliance Manual is updated to account for changes in law relating to CPNI. The CPNI

Manual contains key all essential information and forms to ensure the Company's compliance with CPNI regulations.

5. The Company has established a system by which the status of a Customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.

6. Company personnel make no decisions regarding CPNI without first consulting with management.

7. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.

8. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.

9. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.

10. Further, management oversees the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the Customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. Management also reviews all notices required by the FCC regulations for compliance therewith. Before soliciting for approval of the use of a Customer's CPNI, the Company will notify the Customer of his or her right to restrict use of, disclosure of, and access to, his or her CPNI.

11. The Company maintains records of Customer approval and disapproval for use of CPNI in a readily-available location that is consulted on an as-needed basis.

12. The Company trains its personnel for compliance with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods for telephone access, online access, and in-store access to CPNI, and the prevention of access to CPNI (and Call Detail Information in particular) by data brokers or "pre-texters." In-store visits require valid photo identification.

13. The Company, on an ongoing basis, reviews changes in law affecting CPNI, and updates and trains company personnel accordingly.

Explanation of Actions Against Data Brokers

14. The Company has not encountered any circumstances requiring it to take any action against a data broker during the year to which this Certificate pertains.

Summary of all Customer Complaints Received

15. The following is a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI: None.

16. The Company has no knowledge of any attempt by pre-texters to access its Customer's CPNI.

The company represents and warrants that this certification is consistent with 47 CFR 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Date:

1/29/13



Todd Roesler
Chief Executive Officer
Ace Telephone Company of Michigan, Inc.



**Annual 47 CFR 64.2009(e) CPNI Certification
EB Docket No. 06-36**

January 29, 2013

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W., Suite TW-A325
Washington, D.C. 20554

**RE: Annual CPNI Compliance Certificate
Allendale Telephone Company
Form 499 Filer ID #808482**

Dear Secretary Dortch,

In accordance with 47 CFR 64.2009(e), please find attached the Company's Annual Compliance Certificate for the previous calendar year, 2012. The Compliance Certificate includes the Company's:

- Statement explaining how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

If you have any questions regarding this filing, please direct them to the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Roesler", is written over a horizontal line.

Todd Roesler
Chief Executive Officer
Allendale Telephone Company

Enclosure

cc: via e-mail: Best Copy and Printing, Inc., FCC@BCPIWEB.COM

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

Including:

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

Explanation of Any Actions Against Data Brokers, and

Summary of all Customer Complaints Received

Todd Roesler signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2009, on behalf of Allendale Telephone Company (Company), related to the previous calendar year, 2012.

This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide:

- A "statement accompanying the certificate" to explain how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

On Behalf Of The Company, I Certify As Follows:

1. I am the Chief Executive Officer of the Company, and therefore an officer of the Company. My business address is 207 E Cedar Street, Houston MN 55943.

2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to CPNI.

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

3. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC's regulations governing CPNI.

4. The Company ensures that it is in compliance with the FCC's CPNI regulations. The Company trains its personnel regarding when they are authorized to use CPNI, when they are not authorized to use CPNI, and how to safeguard CPNI. The Company maintains a CPNI Compliance Manual in its offices for purposes of training of new and current employees, and as a reference guide for all CPNI issues. Our CPNI Compliance Manual is updated to account for changes in law relating to CPNI. The CPNI